AUTOMATED LOCATION-BASED DISRUPTION RECOVERY AND SURROGATE SELECTION SERVICE

ABSTRACT OF THE INVENTION

An automated disruption recovery system and associated methods address off-normal or emergency events by automatically identifying and contacting individuals or service providers whose capabilities fit the needs of the situation. The system automatically provides a list of potential service providers based on a number of criteria, many of which are defined by the user, and based on other criteria that are automatically defined by the user's current location, situation and need. Thus, selecting, scheduling, and dispatching of surrogate or disruption recovery services is based on time-sensitivity, location information, and conflict / situation definition.